

## Patterson,Robert (HHSC)

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**From:** Braden, Stacey <stacey.braden@tmhp.com>  
**Sent:** Tuesday, January 17, 2017 12:37 PM  
**To:** 'twhcaida@gmail.com'  
**Cc:** Panjwani,Sonya (HHSC)  
**Subject:** FW: HTW billing - unscramble

Good morning again Aida,

I was reviewing the claims below and made a few notes. What you indicated about the form is correct. Current policy states that if a provider has an HHSC contract, they will use the Family Planning 2017 to bill for family planning services. This applies whether or not the patient is enrolled under HTW Program 100 or FPP Program 300. For non-fp services (medical, preventive), you may use a CMS 1500.

Unfortunately, if you resubmit the claims below using a 2017, it has to be a New Day claim; it can't be an appeal because of the form change. So I would humbly encourage you to please submit soon to avoid any filing deadlines. It sounds like NueMD has the form in their system for you already. Would they need to modify much, if any, to be able to submit for HTW (TP 68) patients? In the meantime, you can use TexMedConnect (or paper) as well.

Would you want to walk through maybe one submission with me in Tex Med Connect just to test this, to confirm that using the Family Planning 2017 form will allow your claims to adjudicate?

Thank you!

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**From:** Aida Sus [<mailto:twhcaida@gmail.com>]  
**Sent:** Tuesday, December 06, 2016 11:15 AM  
**To:** Laosebikan,Camille (HHSC) <[Camille.Laosebikan@hhsc.state.tx.us](mailto:Camille.Laosebikan@hhsc.state.tx.us)>; Relph,Kim H (HHSC) <[Kim.Relph@hhsc.state.tx.us](mailto:Kim.Relph@hhsc.state.tx.us)>  
**Cc:** Sherry Tenison [REDACTED] >  
**Subject:** HTW billing

Good Morning,

Ms Tenison wanted me to let you know that, we are having problems billing HTW. We have not changed billers or billing company's. We use NueMD billing system. We started getting denials stating that we were using the wrong form our system uses the CMS1500 they are asking that we use the 2017 form.

The only time we use the 2017 form is to bill FP though TMHP and have had no problems.

I have been working with people at TMHP and the Heidi group. But no one has a solution. In speaking to the Heidi group yesterday Carol stated that we are not the only ones in her group who are having problems. So Ms Tenison is concerned that some how her TPI has been mixed up. I hope that we can get this cleared up soon.

Some of the denials say we are missing Clia and Lab info, I have verified with TMHP that everything is current and on file.

Any help or guidance is greatly appreciated.

Please let us know what we need to do.

Here are some examples,

10-28 [REDACTED] / Need to use 2017 form / No other EOBs on the claim

10-17 [REDACTED] / Need to use 2017 form / Detail 3 denied because that lab is not payable to a Partial CLIA certification type, which is what TMHP has on file / Detail 4 lab handling denied because there was no laboratory name/NPI listed on the claim

10-26 [REDACTED] / Same as claim above

11-10 [REDACTED] / Need to submit on 2017 and 1 detail denied for missing lab name on the handling fee

11-21 [REDACTED] / Need to use 2017 form / Detail 3 denied because that lab is not payable to a Partial CLIA certification type, which is what TMHP has on file / Detail 4 lab handling denied because there was no laboratory name/NPI listed on the claim

11-16 [REDACTED] / Need to use 2017 form / No other EOBs on the claim

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Thanks Aida

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